

Bronx Academy of Promise

Complaint Policy

Last Updated: 2024

The Board of Trustees will promote a nurturing culture of openness and inclusion as it seeks to resolve any grievances or conflicts that come before it. Our school will have an environment where teachers are accountable to each other, students are accountable to teachers, and each parent is accountable to the school. Parent Complaints/Concerns

A complaint will be treated as an expression of genuine dissatisfaction, which needs a response. We wish to ensure that:

- Parents wishing to make a complaint know how to do so
- We respond to complaints within a reasonable time, and in a courteous and efficient way
- Parents realize that we listen and take complaints seriously.
- We take action where appropriate.

Our informal complaint procedure, for issues that do not involve a violation of the charter or law, is outlined in the following steps.

- Submit your complaint, in writing, and be sure to include the following details:
 - a. A detailed statement of the complaint.
 - b. What specific action or relief you are seeking.
 - c. Contact information for you – name, address, email address, telephone number.
- **Teacher:** First bring your complaint to your child’s classroom teacher. If you are not satisfied with the response, you may contact the Parent Coordinator at lmontilla@bronxacademyofpromise.com.
- **Parent Coordinator:** If you are not satisfied with the response from the Parent Coordinator, you may contact the Principal at nparrino@bronxacademyofpromise.com.
- **Principal:** If you are not satisfied with the response from the Principal, you may contact the Executive Director, Catherine Jackvony, at cjackvony@bronxacademyofpromise.com
- **Executive Director:** If you are not satisfied with the response from the Executive Director, you may contact BAOP Board’s Parent at Large, Carlibi Rojas, at crojas@bronxacademyofpromise.com.
- **Authorizer:** If you are not satisfied with the response from the Parent at Large, you may contact BAOP’s authorizer, the NYC Department of Education at charteroversight@charterschools.nyc.gov.
- **NYSED:** If you are not satisfied with the response from the authorizer, you may contact the New York State Board of Regents at charterschools@nysed.gov.

Our formal complaint process, for issues that involve a violation of the charter or law, is described below:

Any individual may bring a complaint to the BAOP Board of Trustees alleging a violation of a term of its charter, a provision of the NYS Charter Schools Act, or any other provision of law relating to the management or operation of the charter school.

- To bring a complaint to the BAOP Board of Trustees, you may contact BAOP Board's Parent at Large, Carlibi Rojas, at crojas@bronxacademyofpromise.com. Be sure to include the following details:
 - a. A detailed statement of the complaint including the provision of the School's charter or law that you allege has been violated.
 - b. What specific action or relief you are seeking.
 - c. Contact information for you – name, address, email address, telephone number.
- Complaints received at least five business days in advance of a board meeting will be addressed at that meeting; complaints not received within that time period will be addressed at the next regularly scheduled board meeting. Emergency situations will be dealt with on a case by case basis.
- **Authorizer:** If you are not satisfied with the response from the Parent at Large, you may contact BAOP's authorizer, the NYC Department of Education at charteroversight@charterschools.nyc.gov.
- **NYSED:** If you are not satisfied with the response from the authorizer, you may contact the New York State Board of Regents at charterschools@nysed.gov.

The Board of Trustees will inform the school community of this grievance process through a handbook and its website at the place that describes the structure of the Board and how it operates to effectively govern the school. This handbook will be distributed to parents/guardians, school staff and members of the PTO.